

## Gov's Off - Disability Determination Services Adjudicate Claims

### Description:

IDDS is under contract with the Social Security Administration to make determinations of medical eligibility for Social Security disability benefits. Function is adjudicating claims for SSA disability benefits by researching and analyzing medical and vocational evidence. Performance standards are established and monitored for quality, productivity and efficiency by the Social Security Administration through the Region 10 SSA office in Seattle.

### Major Functions and Targeted Performance Standard(s) for Each Function:

1. To provide staffing, motivation, training, monitoring and feedback sufficient to meet or exceed national case processing quality goals.

#### A. Accuracy - Cumulative Qtr.

Actual Results			
1998	1999	2000	2001
			93.5%
Projected Results			
2002	2003	2004	2005
95%	96%	96%	96%

#### B. Accuracy - 3 month rolling

Actual Results			
1998	1999	2000	2001
			90.6%
Projected Results			
2002	2003	2004	2005
94%	95%	95%	95%

#### C. Average Pending Caseload Standard/Adjudicator

Actual Results			
1998	1999	2000	2001
			105
Projected Results			
2002	2003	2004	2005
105	105	105%	105%

#### D. Average Pending Caseload Achieved/Adjudicator

Actual Results			
1998	1999	2000	2001
			102
Projected Results			
2002	2003	2004	2005
105	105	105%	105%

#### E. Training Hours - total

Actual Results			
1998	1999	2000	2001
			Not measured
Projected Results			
2002	2003	2004	2005
60/mo.	60/mo.	60/mo.	60/mo.

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2. To consistently provide case closures to meet or exceed national case productivity standards.

A. Six-mo. Case Closure Standard/Adjudicator

Actual Results			
1998	1999	2000	2001
			390
Projected Results			
2002	2003	2004	2005
350	350	400	400

B. PPWY

Actual Results			
1998	1999	2000	2001
			307.4
Projected Results			
2002	2003	2004	2005
284.2	286.0	300.0	300.0

C. Avg. Processing Time, (Days)

Actual Results			
1998	1999	2000	2001
			65
Projected Results			
2002	2003	2004	2005
60	60	60	60

D. Total Clearances

Actual Results			
1998	1999	2000	2001
			14,760
Projected Results			
2002	2003	2004	2005
15,000	16,000	17,000	18,000

E. Total CDR Clearances

Actual Results			
1998	1999	2000	2001
			2,832
Projected Results			
2002	2003	2004	2005
3,350	3,550	3,550	3,550

F. Percent of cases over 90 days old

Actual Results			
1998	1999	2000	2001
			4.6%
Projected Results			
2002	2003	2004	2005
5%	5%	5%	5%

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**G. Non-Federal Clearances**

Actual Results			
1998	1999	2000	2001
			115
Projected Results			
2002	2003	2004	2005
120	0	0	0

3. To provide a well planned, organized transition to new hardware and software as approved by SSA, and to new or expanded facilities such that quality and productivity, and user satisfaction, are not negatively impacted.

A. Avg. hours of computer down time each month

Actual Results			
1998	1999	2000	2001
			not measured
Projected Results			
2002	2003	2004	2005
2.5	2.5	2.5	2.5

B. Facility Plan Completed

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
Completed	New Facility		

C. RFP Issued for software

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
Issued			

D. RFP Issued for Facilities

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
	Issued		

E. IT Employee Hire Date

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
Hired			

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### F. Hours of New Case Management Training

Actual Results			
1998	1999	2000	2001
			not applicable
Projected Results			
2002	2003	2004	2005
200			

4. To provide more convenient and accessible ways of communicating with claimants, with others in the disability business, and with employees, incorporating new technologies, so that transactions are completed more quickly, and claimants can conduct their business with less hands-on intervention or assistance.

#### A. Internet site approved and launched

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
Approved and Launched	Maintained	Maintained	Maintained

#### B. Intranet site developed and launched

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
Developed and Launched	Maintained	Maintained	Maintained

#### C. Interactive forms

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
	completed		

#### D. Use of e-mail for claimant contact

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
	completed		

#### E. Web-based Employee Time sheet

Actual Results			
1998	1999	2000	2001
Projected Results			
2002	2003	2004	2005
	Completed		

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5. To provide succession planning and evaluation of attrition in order to have a smooth transition to new staff as may be required, and to develop, promote and retain valuable staff.

A. Attrition rate

Actual Results			
1998	1999	2000	2001
			4.5%
Projected Results			
2002	2003	2004	2005
2-3%	2-3%	2-3%	5%

B. Retirements/number eligible for retirement

Actual Results			
1998	1999	2000	2001
			1/1
Projected Results			
2002	2003	2004	2005
1/1	1/3-4	2/3-4	2/3-4

C. Number of vacant positions open for four weeks or longer

Actual Results			
1998	1999	2000	2001
			0
Projected Results			
2002	2003	2004	2005
0	0	0	0

D. Number of positions descriptions evaluated and/or re-point factored

Actual Results			
1998	1999	2000	2001
			0
Projected Results			
2002	2003	2004	2005
5	2	0	0

E. Number of employee surveys

Actual Results			
1998	1999	2000	2001
			1
Projected Results			
2002	2003	2004	2005
2	2	2	2

6. To provide better and quicker determinations of disability, and to avoid unnecessary medical examination costs by establishing, promoting and maintaining good working relationships with the medical community, to include Congressional offices in our educational efforts.

A. Number of CE site visits

Actual Results			
1998	1999	2000	2001
			1
Projected Results			
2002	2003	2004	2005
10	10	10	10

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### B. Number of MER site visits

Actual Results			
1998	1999	2000	2001
			1
Projected Results			
2002	2003	2004	2005
10	10	10	10

### C. Percent of cases with CE's

Actual Results			
1998	1999	2000	2001
			39.7%
Projected Results			
2002	2003	2004	2005
42.3%	43.8%	44%	44%

### D. CE Cost as a percent of total budget

Actual Results			
1998	1999	2000	2001
			27%
Projected Results			
2002	2003	2004	2005
25%	29%	30%	30%

### E. MER Cost as a percent of total budget

Actual Results			
1998	1999	2000	2001
			8%
Projected Results			
2002	2003	2004	2005
7.6%	8.7%	8%	8%

### F. Claimant travel costs as percent of total budget

Actual Results			
1998	1999	2000	2001
			2%
Projected Results			
2002	2003	2004	2005
1.4%	1.5%	1.5%	1.5%

### G. MPT for MER (average days)

Actual Results			
1998	1999	2000	2001
			16
Projected Results			
2002	2003	2004	2005
12	10	10%	10%

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H. Avg. percents of "no shows" per month

Actual Results			
1998	1999	2000	2001
			5%
Projected Results			
2002	2003	2004	2005
5%	5%	5%	5%

I. Avg. percent of rescheduled CE's per month.

Actual Results			
1998	1999	2000	2001
			8%
Projected Results			
2002	2003	2004	2005
10%	10%	10%	10%

J. Average number of days for completion of CE

Actual Results			
1998	1999	2000	2001
			14
Projected Results			
2002	2003	2004	2005
15	15	15	15

**Program Results and Effect:**

Providing accurate and timely disability determinations in accordance with national rules and guidelines, and appropriate information and referrals, through actions that reflect respect and compassion for those persons applying for disability benefits.

For more information contact Barbara Bauer at 327-7333.